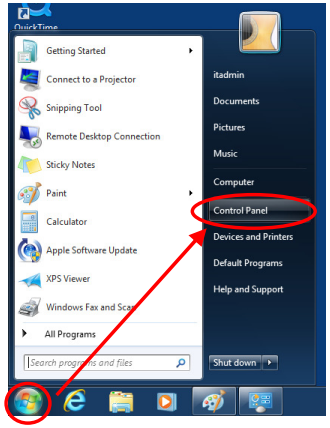
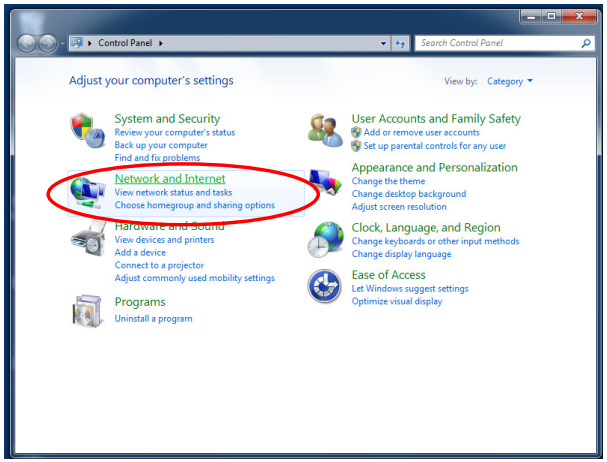
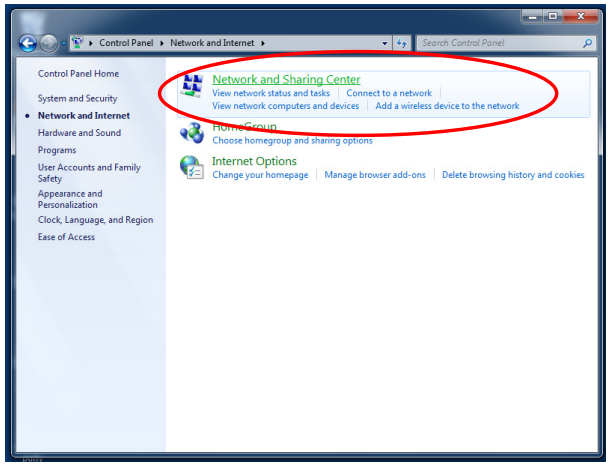
Windows 7 Troubleshooting Guide

1) Click the **Start** button and go to **Control Panel** then select **Network and Internet**

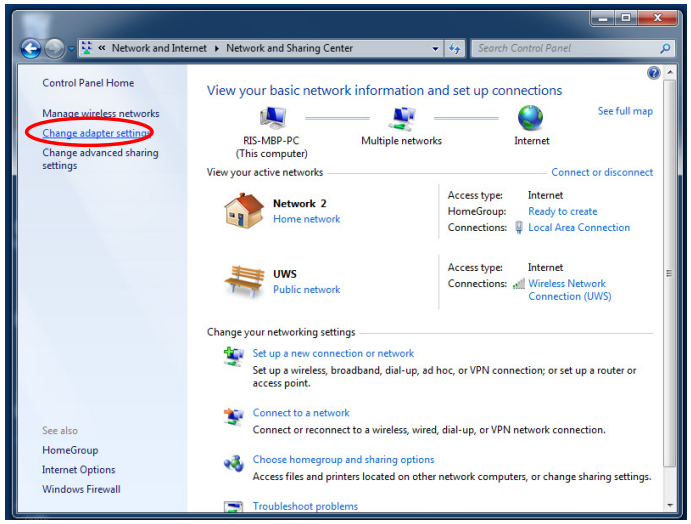




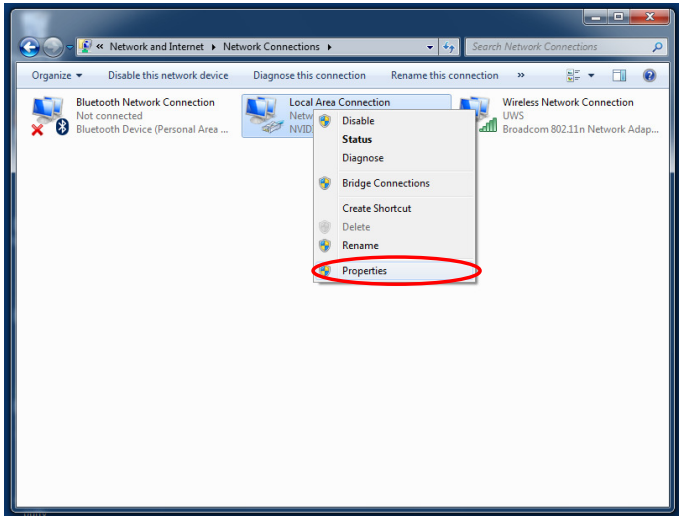
2) Then select **Network and Sharing Center**



3) Then select **Change Adapter Settings**


Network and Internet
Network and Sharing Center
Search Control Panel
Control Panel Home
Manage wireless networks
Change adapter settings
Change advanced sharing settings
View your basic network information and set up connections
See full map
RIS-MBP-PC
(This computer)
Multiple networks
Internet
View your active networks
Connect or disconnect
Network 2
Home network
Access type: Internet
HomeGroup: Ready to create
Connections: Local Area Connection
UWS
Public network
Access type: Internet
Connections: Wireless Network Connection (UWS)
Change your networking settings
Set up a new connection or network
Set up a wireless, broadband, dial-up, ad hoc, or VPN connection; or set up a router or access point.
Connect to a network
Connect or reconnect to a wireless, wired, dial-up, or VPN network connection.
Choose homegroup and sharing options
Access files and printers located on other network computers, or change sharing settings.
Troubleshoot problems
See also
HomeGroup
Internet Options
Windows Firewall

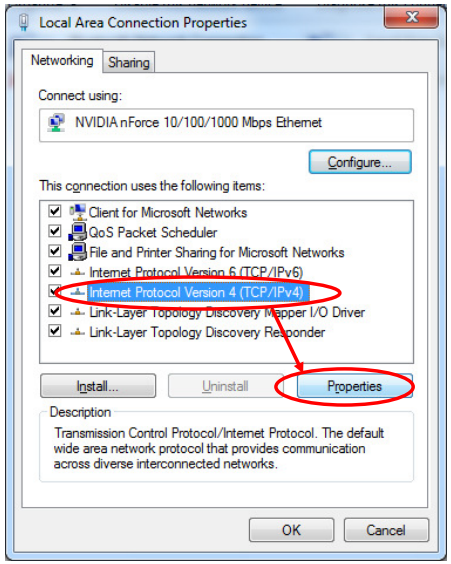
4) Right click on **Local Area Connection** and choose **Properties**

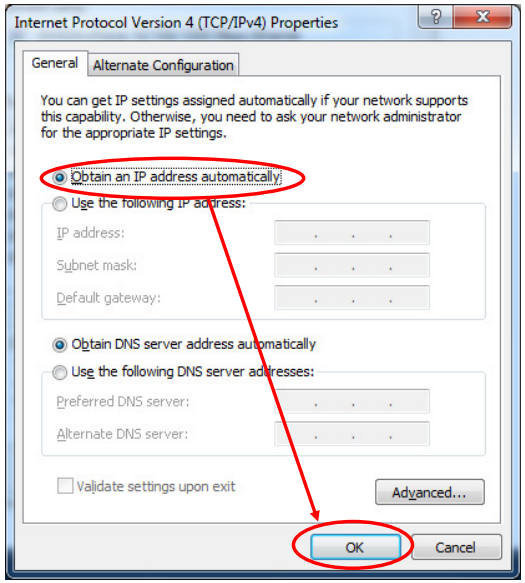


Residence Internet Service
Email: hfsris@ualberta.ca **Phone:** (780) 492-7647 **Website:** http://www.ris.ualberta.ca

Residence Internet Service
Email: hfsris@ualberta.ca **Phone:** (780) 492-7647 **Website:** http://www.ris.ualberta.ca

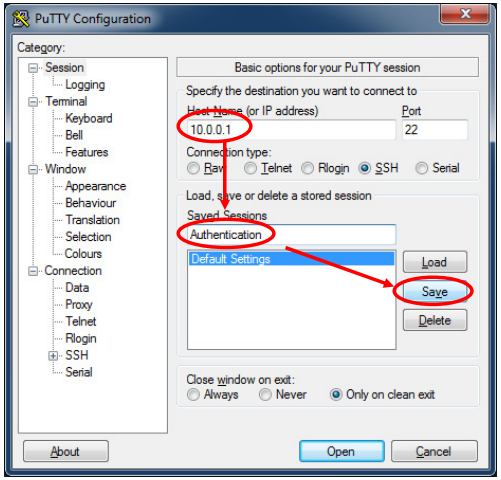
5) Click on **Internet Protocol Version 4 (TCP/IPv4)** and select **Properties** and then make sure **Obtain an IP address automatically** is selected. Then click **OK**.



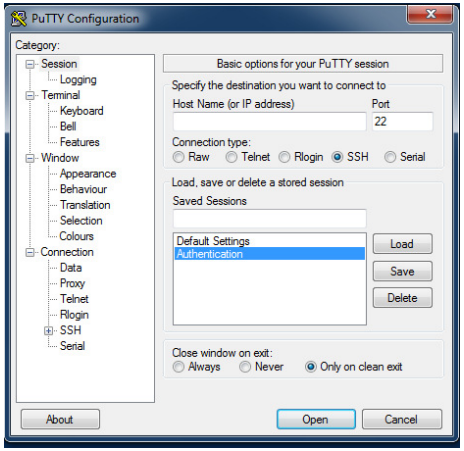

Internet Protocol Version 4 (TCP/IPv4) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Validate settings upon exit
Advanced...
OK
Cancel

6) To setup the **PuTTY** program that we use for authentication:

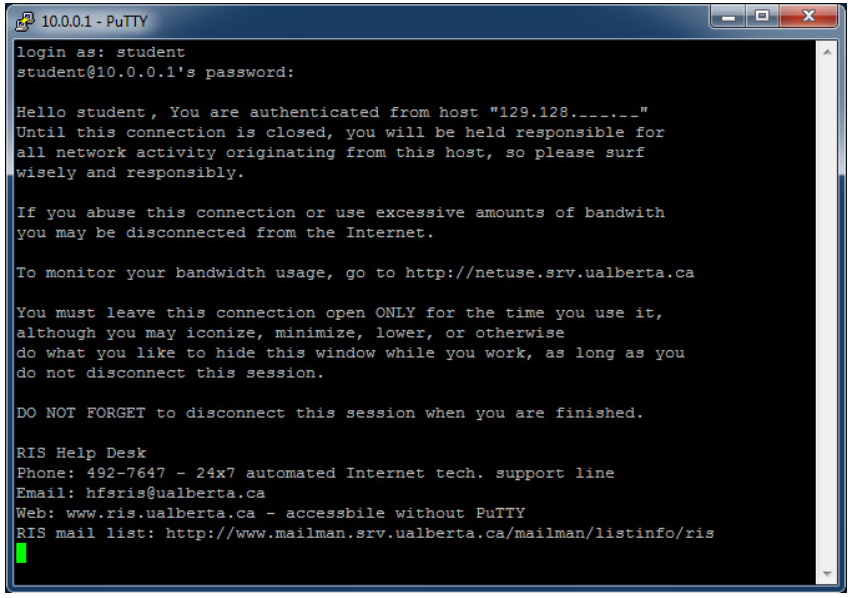
- Go to http://www.ris.ualberta.ca and save PuTTY to your desktop, so you can find it later.
- Open PuTTY by double clicking on it.
  - Enter **10.0.0.1** in the **Host Name** field.
  - Type **Authentication** in the **Saved Sessions** field.
  - Click on **Save**



7) To Authenticate you launch the **PuTTY** program and double click on that saved **Authentication** session:



You will then be prompted for a login (your CCID) and your password (it will not appear).


10.0.0.1 - PuTTY
login as: student
student@10.0.0.1's password:
Hello student, You are authenticated from host "129.128.___.___"
Until this connection is closed, you will be held responsible for
all network activity originating from this host, so please surf
wisely and responsibly.
If you abuse this connection or use excessive amounts of bandwith
you may be disconnected from the Internet.
To monitor your bandwidth usage, go to http://netuse.srv.ualberta.ca
You must leave this connection open ONLY for the time you use it,
although you may iconize, minimize, lower, or otherwise
do what you like to hide this window while you work, as long as you
do not disconnect this session.
DO NOT FORGET to disconnect this session when you are finished.
RIS Help Desk
Phone: 492-7647 - 24x7 automated Internet tech. support line
Email: hfsris@ualberta.ca
Web: www.ris.ualberta.ca - accessbile without PuTTY
RIS mail list: http://www.mailman.srv.ualberta.ca/mailman/listinfo/ris

Residence Internet Service
Email: hfsris@ualberta.ca **Phone:** (780) 492-7647 **Website:** http://www.ris.ualberta.ca